



## APT Pharmacy Report Card 2011 Year-end Results

<b>I. Loyalty Measures</b>		<b>2011 Results</b>
a.	Overall Satisfaction	90%
b.	Likelihood to Recommend	82%
c.	Likelihood to Renew	91%

<b>II. Coverage</b>		
a.	Overall satisfaction with coverage and benefits	92%
b.	Satisfaction with out-of-pocket prescription costs	85%

<b>III. Value</b>		
a.	Overall satisfaction with the value of the prescription drug plan	91%
b.	Provides value for the money	83%
c.	Covers everything you expect with no surprises	83%
d.	Good value - Coverage of medication	91%
e.	Good value - Access to the best prescription drugs	91%
f.	Good value - Customer service experience	90%

<b>VI. Image</b>		
a.	Is an easy, hassle-free company to deal with	90%